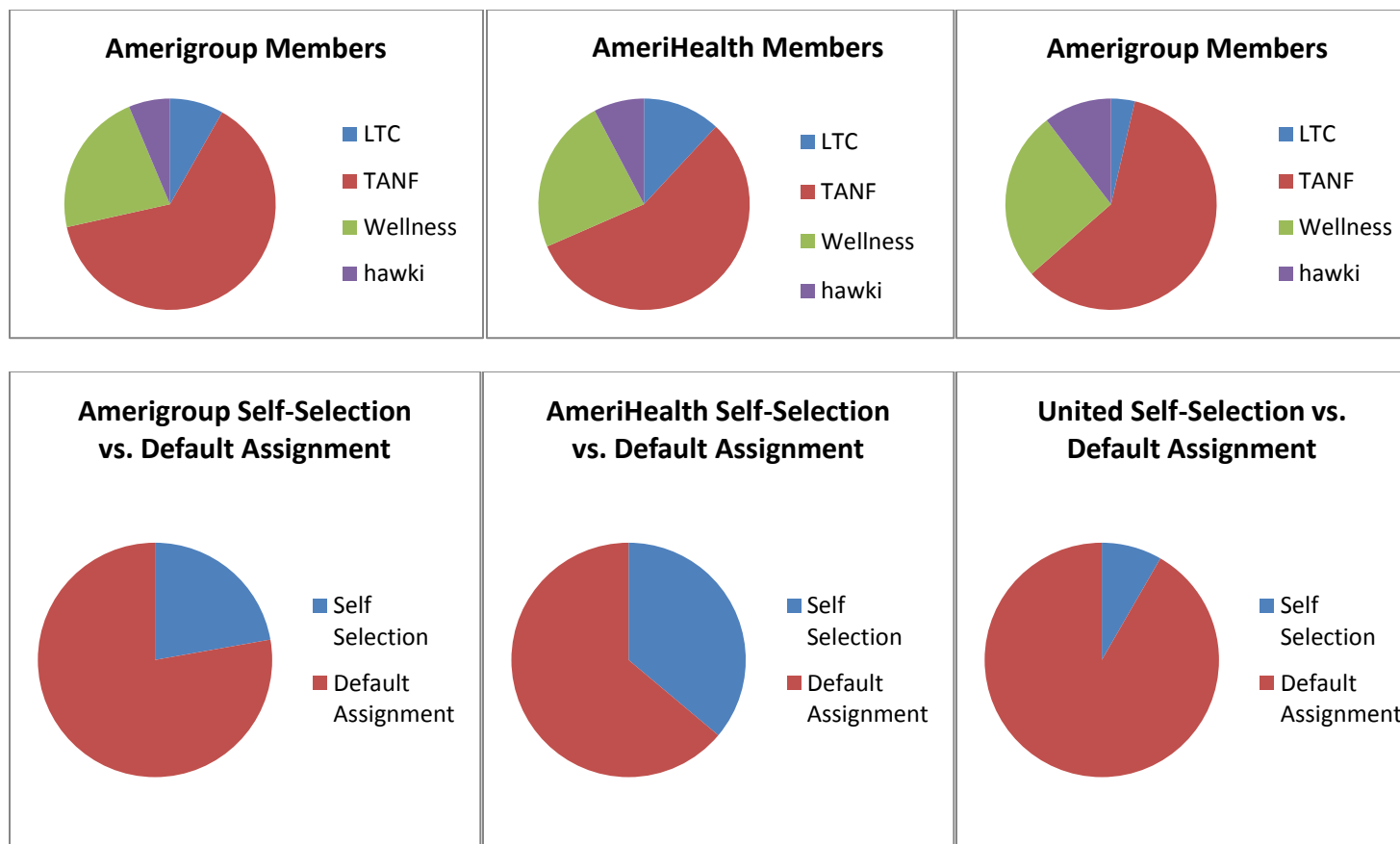
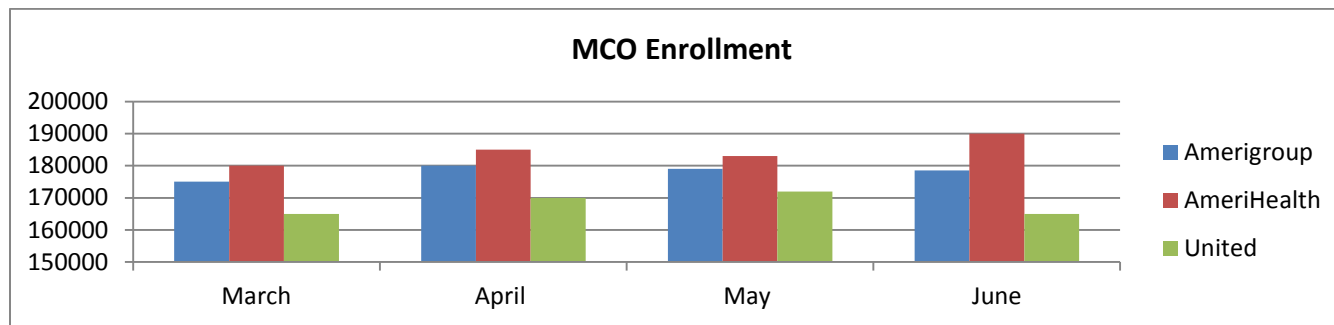


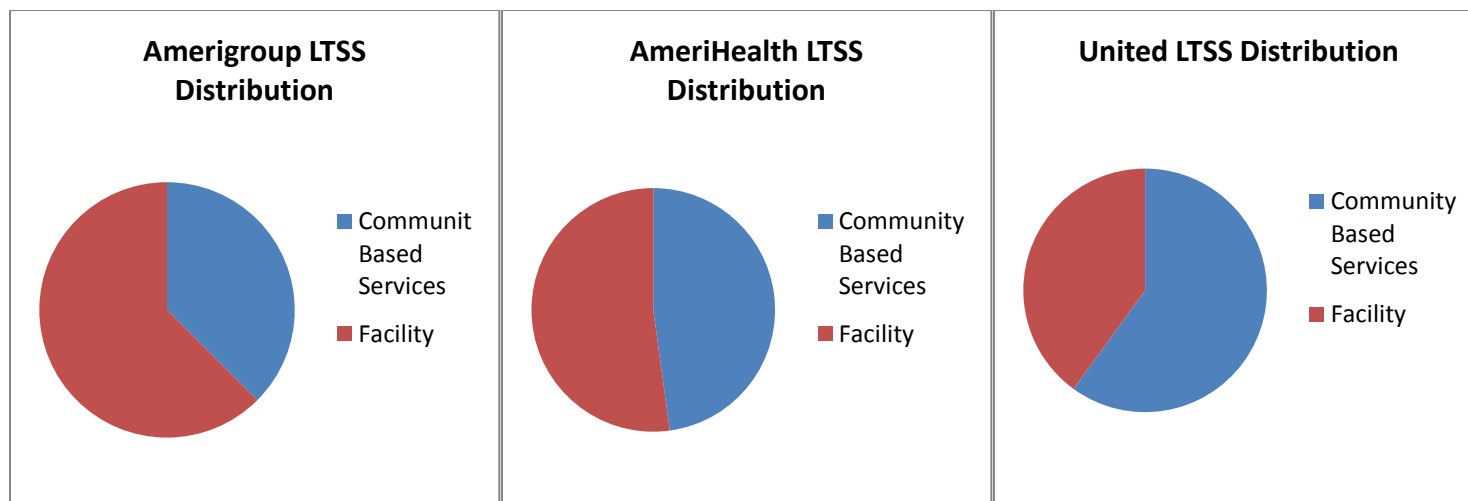
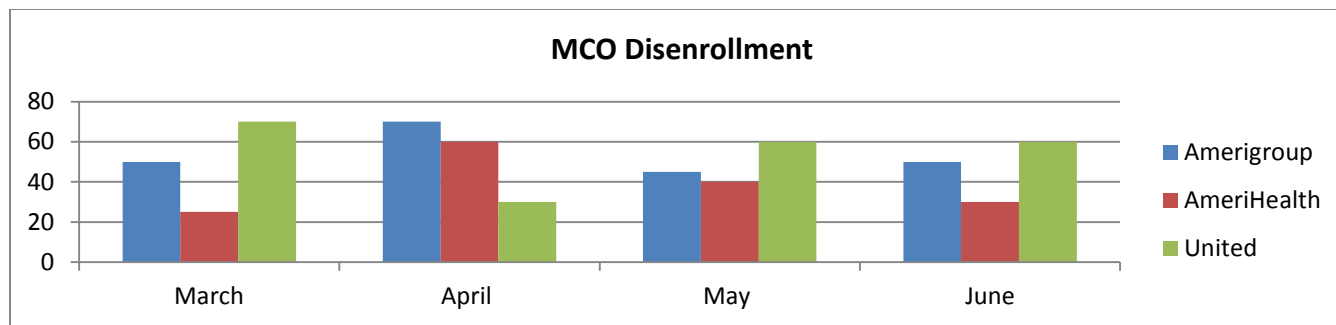
# Ongoing – Monthly/Quarterly Dashboard Prototype II

## Key Assumptions

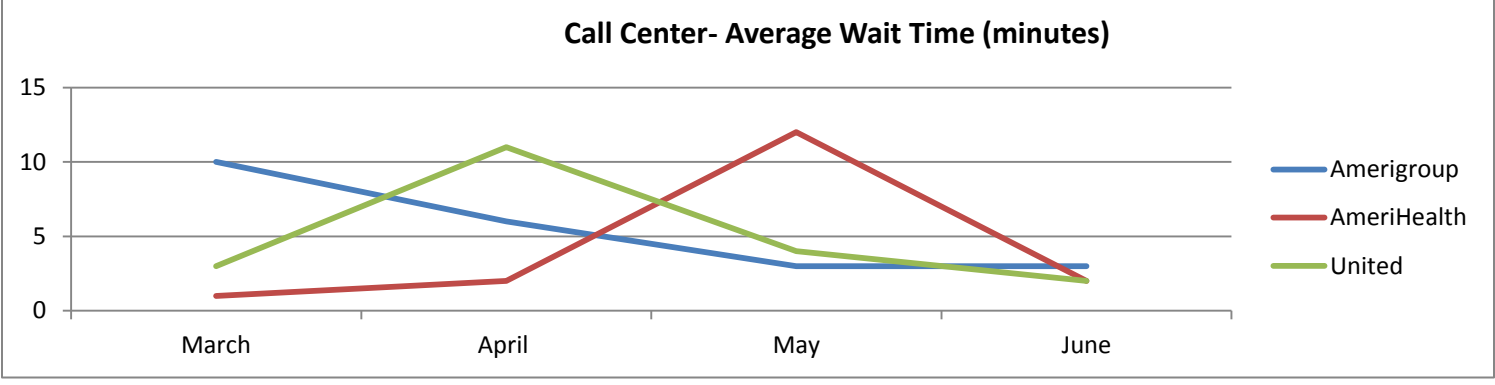
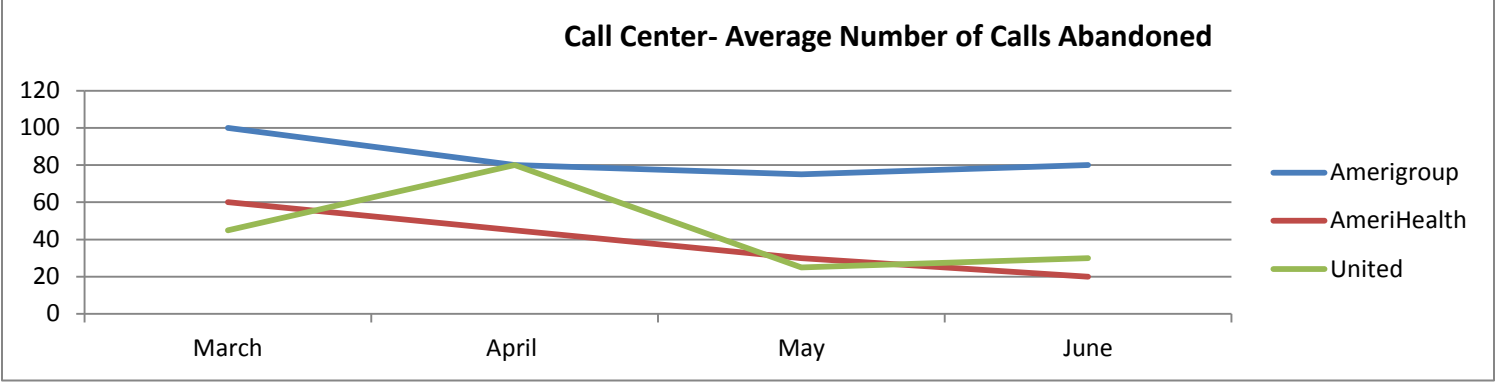
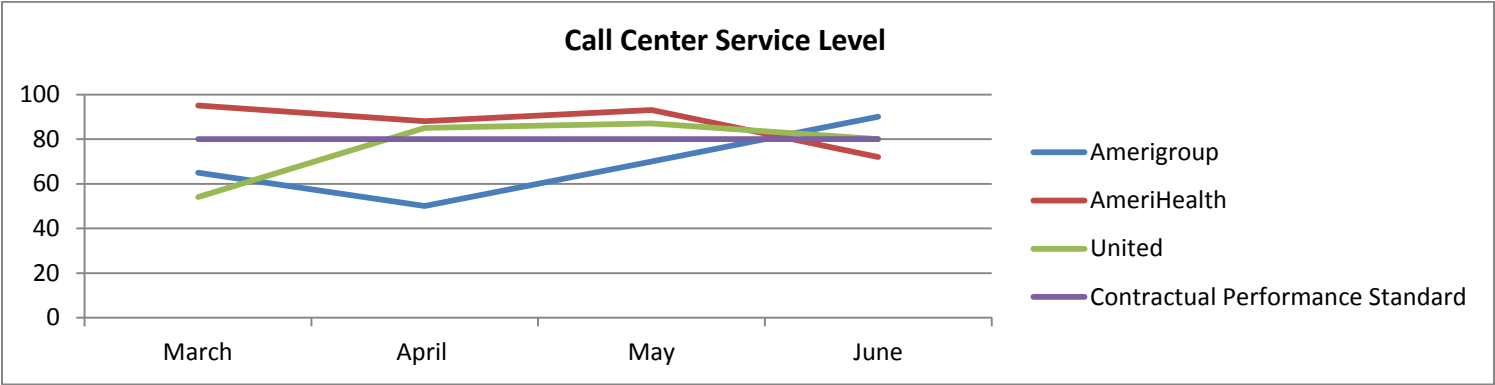
- Dashboards are meant to provide a quick reference for performance
  - For the first 9 months focus will be primarily on the process functions ensuring:
    - Providers are getting paid
    - Members are getting the services that they need
  - After the first 9 months focus will shift to member outcomes consistent with our emphasis on improved care coordination, access, integration, and whole person health
- Dashboards to be based on data that we have access to currently or will be collecting in the future

## Plan Demographics

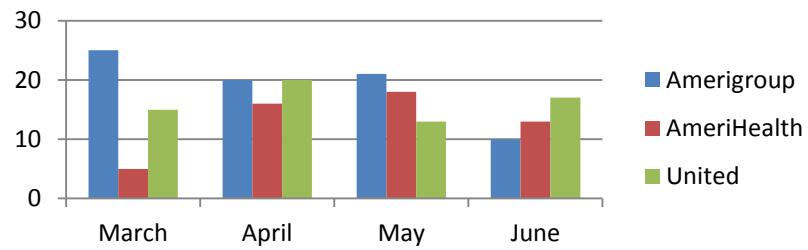




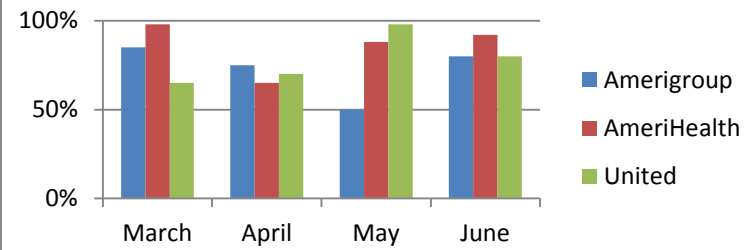
**Member Services**



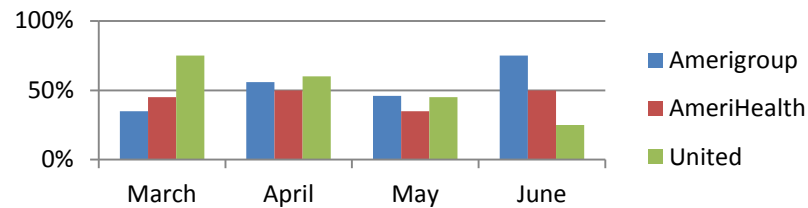
**Member Appeals Filed**



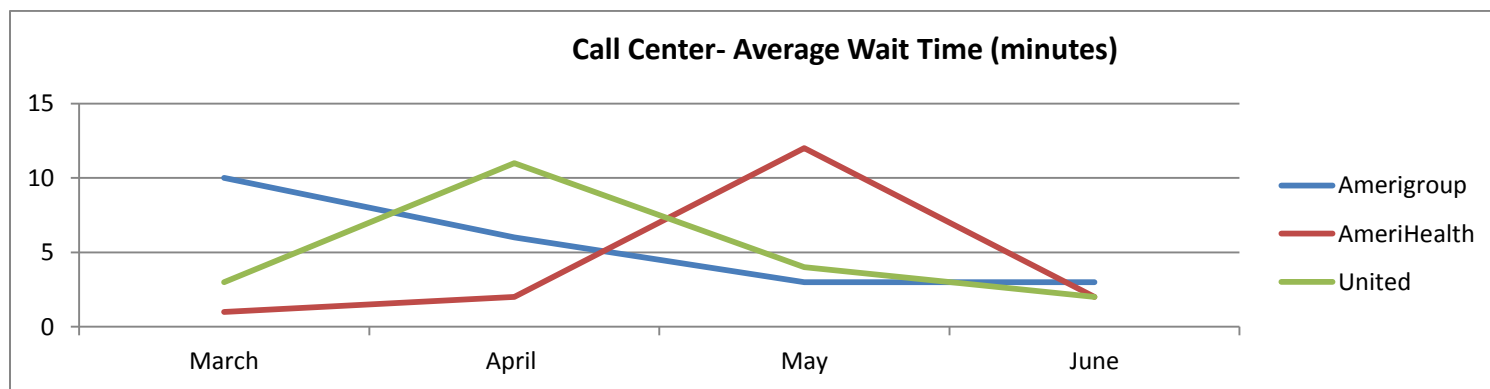
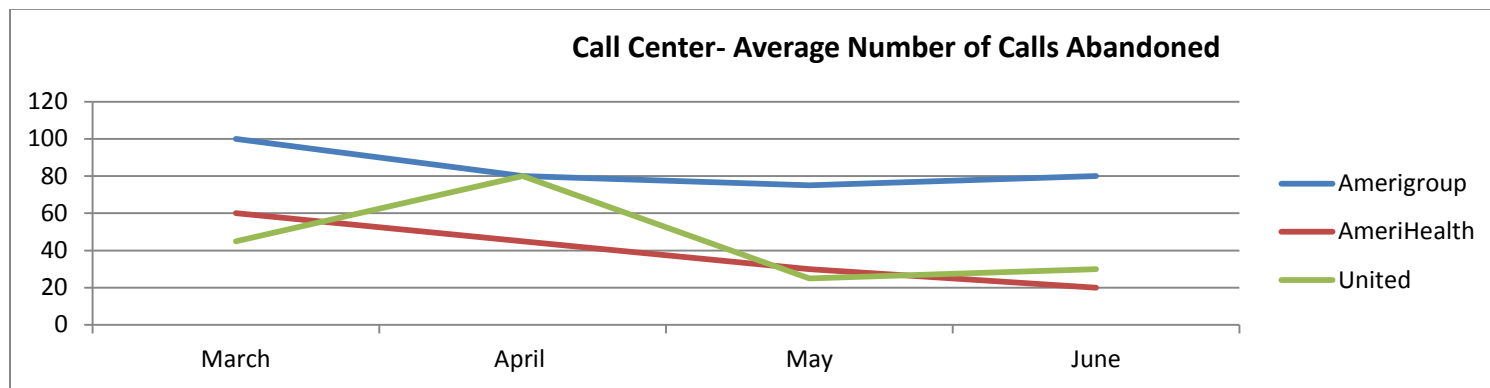
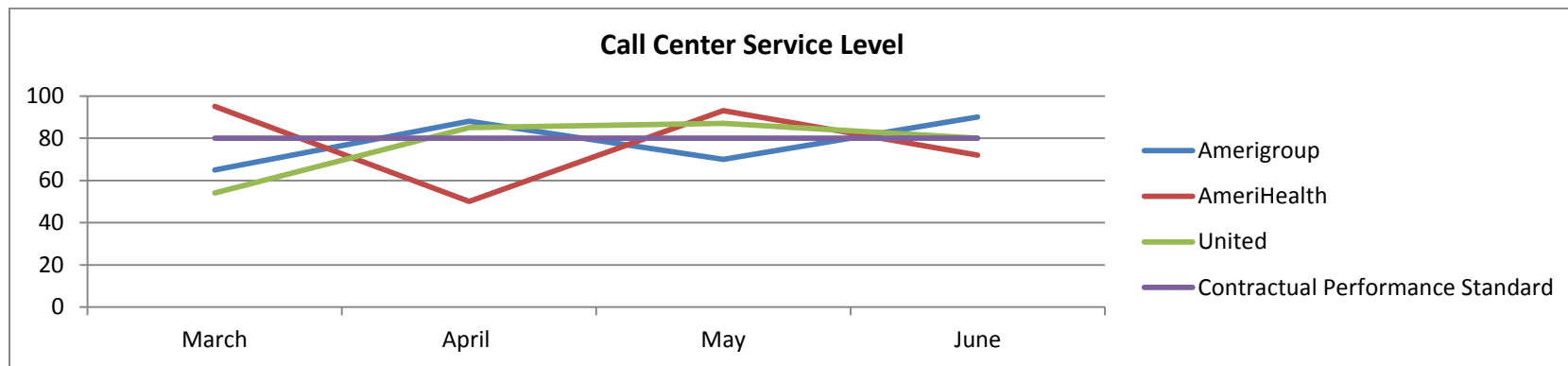
**Member Resolved within 30 Days**

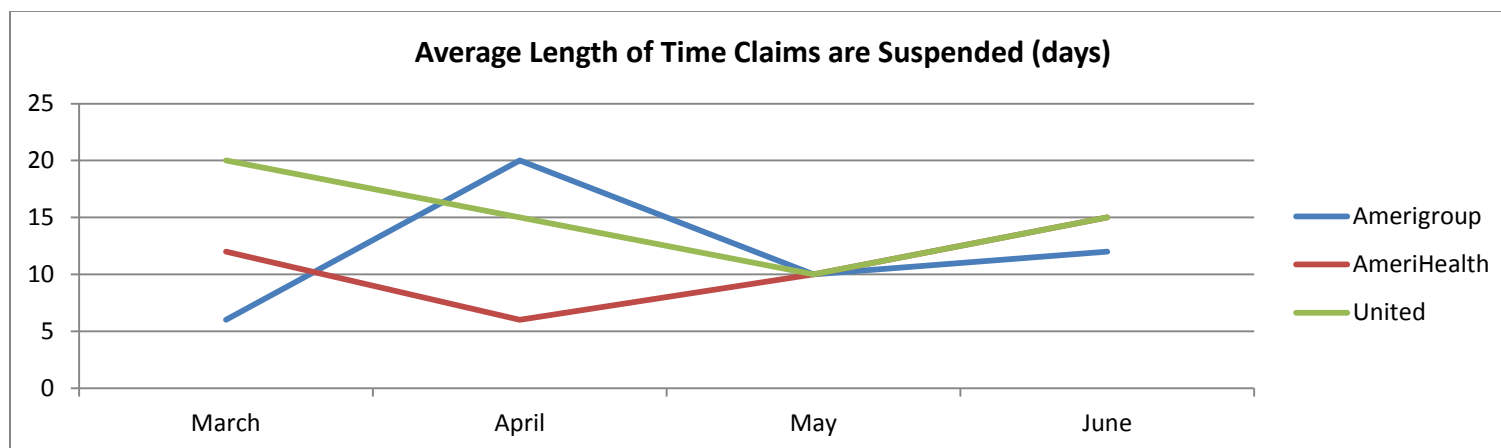
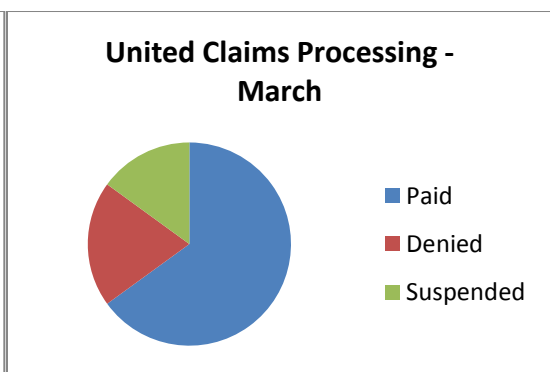
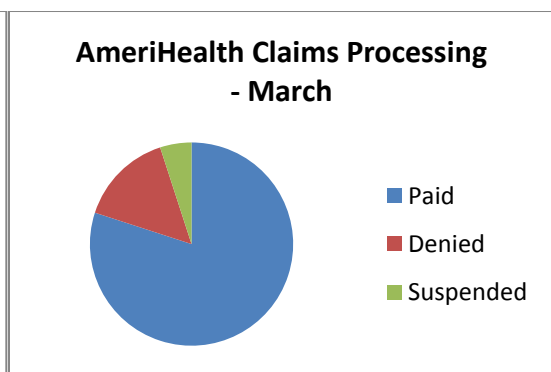
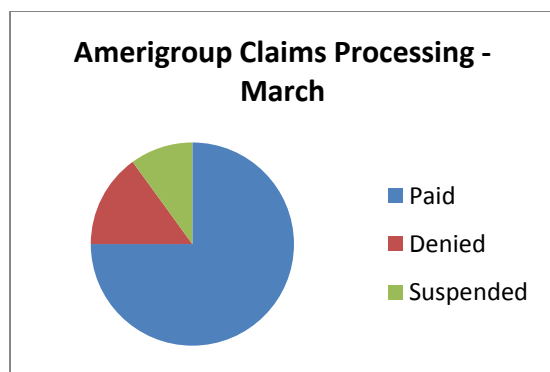
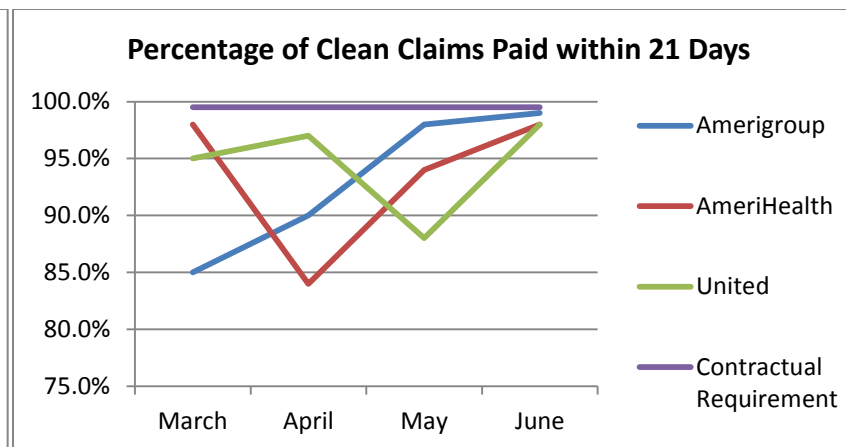
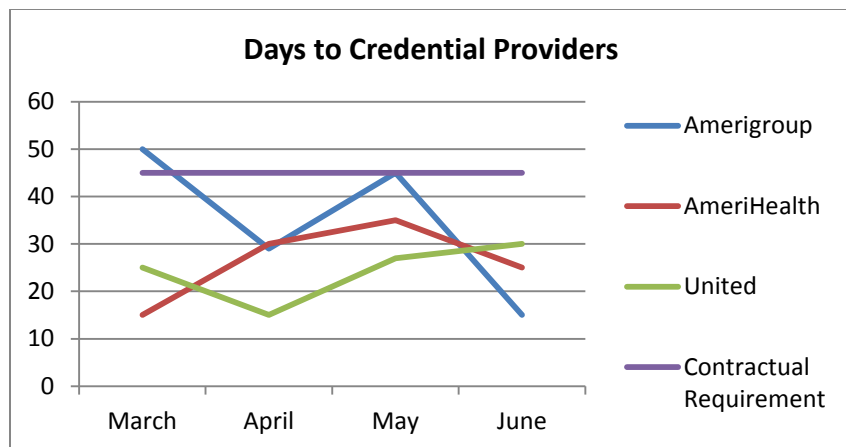


**Member Appeals Due to Service Reduction or Denial**

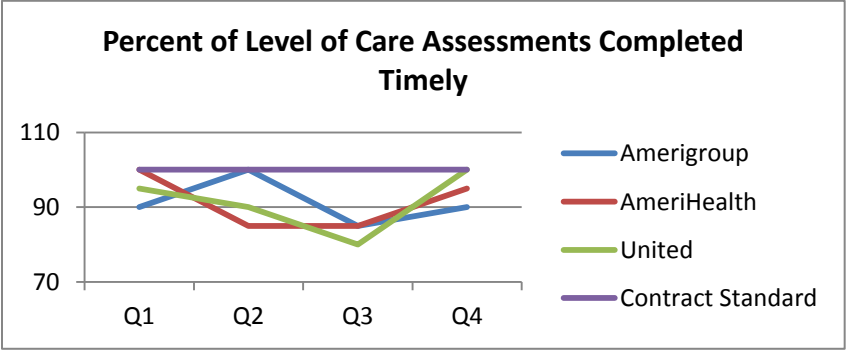
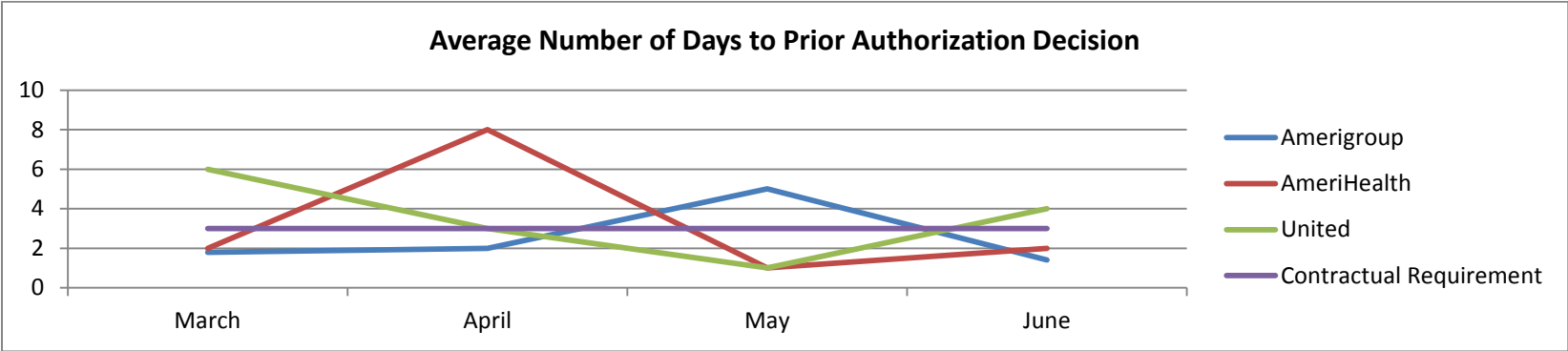
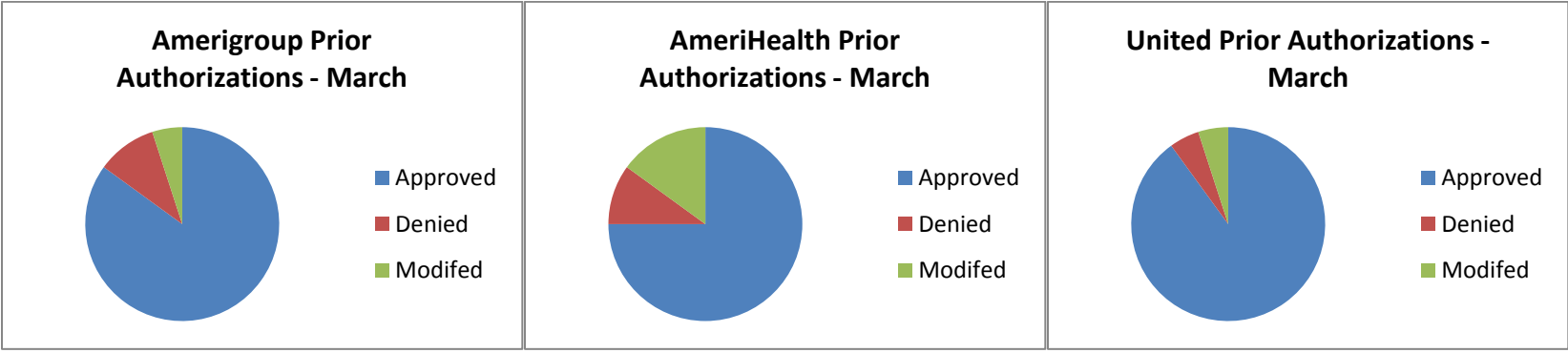


## Provider Services



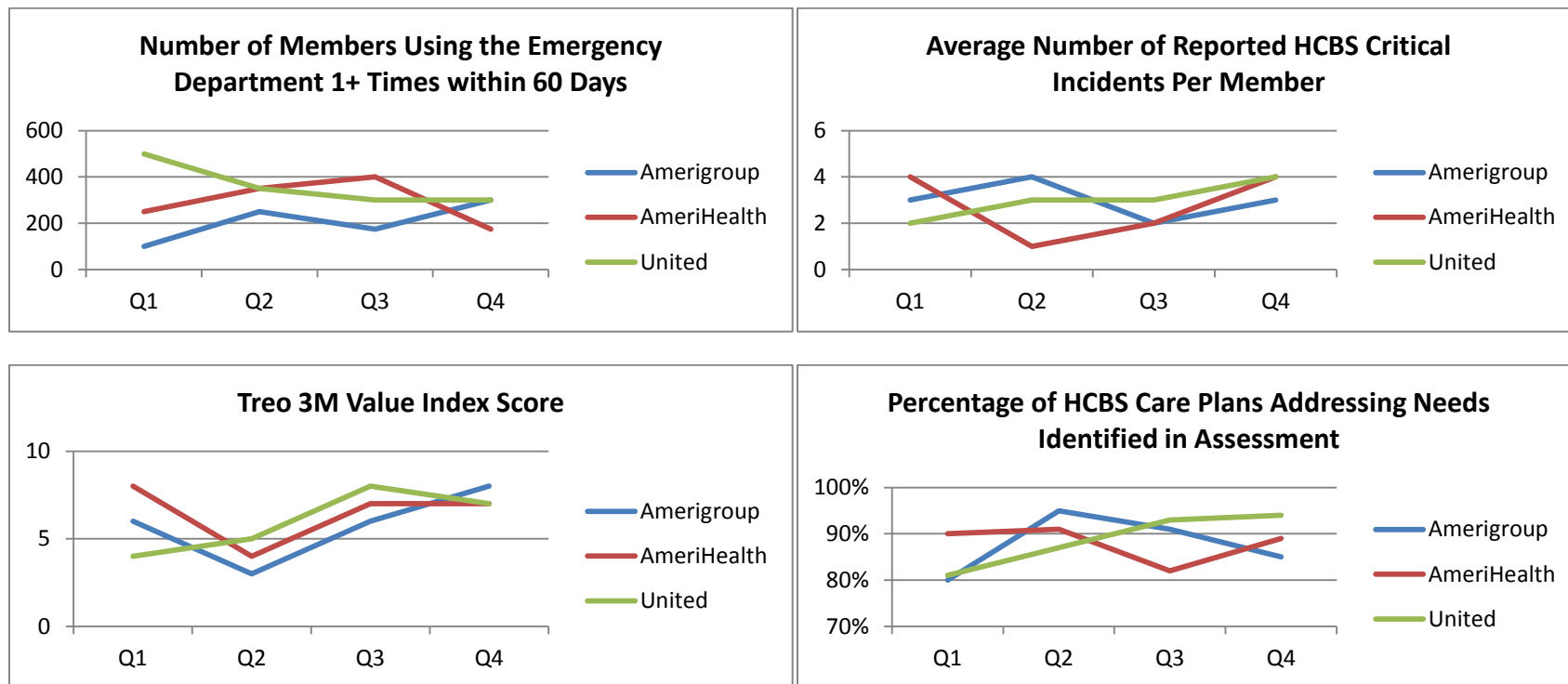
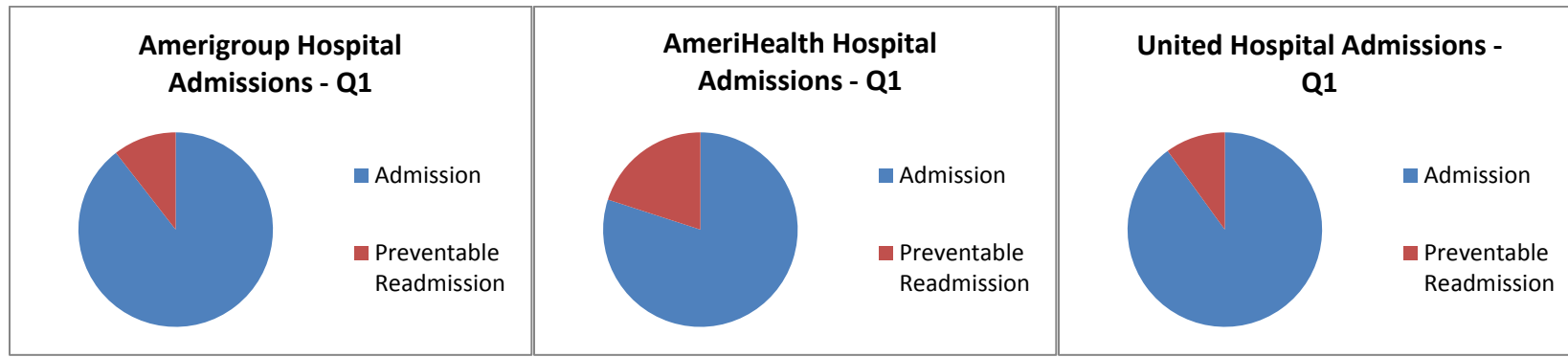


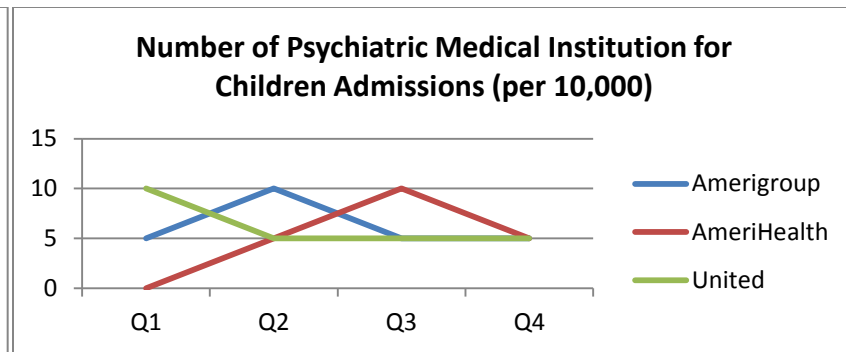
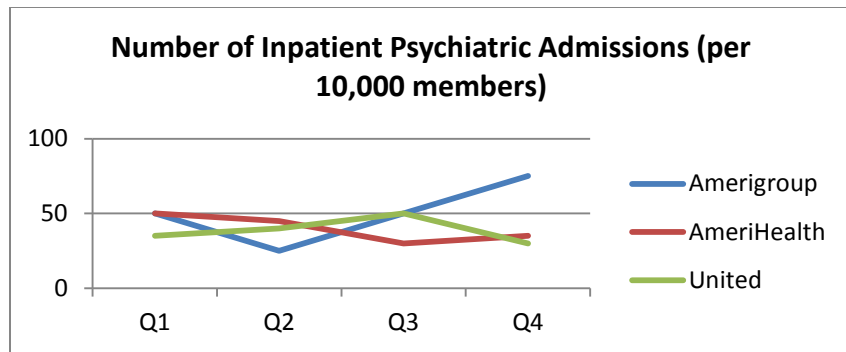
**Service Authorizations**





## Quality





## Financial

